Direct Debit Request (DDR)

Request for direct debiting of payments from accounts via the direct debit system

To the Power and Water Corporation of the Northern Territory, GPO Box 3596, Darwin NT 0801

Authorisation to directly debit

Hereby **authorise** the Power and Water Corporation (User ID 014449) until further notice in writing, to debit my/our account described below, any amounts owing with respect to the Power and Water

account for Customer ID .....

Name of Power and Water account .....

Contact phone number .....

Note: The Power and Water Corporation will issue a billing advice to the customer.

Cancellation of direct debit

Hereby **cancel** my/our existing request to debit the account described below for amounts owing with respect to the Power and Water Corporation

accounts for Customer ID .....

Temporary hold

Hereby **stop** my/our existing request to debit the account described below for the payment due on ...../...../..... with respect to the Power and Water Corporation

accounts for Customer ID .....

This application is forwarded to Power and Water for processing. To assist processing, please ensure all details are completed in full. Please print using block letters.

I/We .....

(Surname/Company/Business name) (Given name(s)/ACN/ARBN)

request you, until further notice in writing, debit my/our account nominated below, any amounts which the Power and Water (User ID 014449) may debit or charge me/us through the direct debit system.

I/We understand and acknowledge that:

1. Power and Water may continue debiting amounts inline with these instructions until such time as I/we cancel or vary this request; and
2. I/we have read, understood and agree to be bound by the terms of the DDR arrangement as specified in the DDR Service Agreement.

Payment details

Weekly ☐ Fortnightly ☐ Monthly ☐ Quarterly ☐

Financial institution type

Bank ☐ Credit Union ☐ Building Society ☐ Other ☐

Total of invoiced amount ☐ **OR** Other fixed period payment $

Direct debits to commence ...../...../.....

Account details

Name on bank account .....

Financial institution name .....

Financial institution address ..... Postcode .....

BSB: ..... (must be 6 digits) **Account No:** .....

(Note: Direct debiting is not available on the full range of accounts. If in doubt please contact your financial institution.)

Signature(s)

..... Date: .....

..... Date: .....

Important: If joint account, all signatures may be required. If a company, sign in accordance with authority for nominated account.

(For internal use only) Power and Water User ID: ..... Date entered in system: .....

PowerWater

Direct Debit Request Service Agreement

This document sets out the terms and conditions of the Agreement between the Power and Water Corporation of the Northern Territory (Debit User ID 014449) ("the Debit User") and the person or persons ("the Customer") who complete(s) and provide(s) to the Debit User a Direct Debit Request ("DDR") in a form satisfactory to the Debit User to facilitate the direct debit by the Debit User of the Customer's nominated account in accordance with the DDR through the Bulk Electronic Clearing System (CS2) ("BECS"). The Agreement is entered into by the Debit User's acceptance of the Customer's DDR, which acceptance is indicated by the Debit User's first debit of the Customer's nominated account in accordance with the DDR.

Terms of Agreement

1. This document contains the initial terms of the Agreement, which are subject to the arrangement as specified in the DDR. The Debit User may change the terms of the agreement, vary the terms of the debit arrangement as outlined in the DDR or cancel the arrangement and terminate the Agreement, by providing 14 days notice to the Customer.
2. By completing and providing the DDR to the Debit User the Customer authorises the Debit User to make drawings on the Customer's nominated account in accordance with the drawing schedule set out in the DDR.
3. The Customer must ensure that the account nominated in the DDR is capable of accepting direct debits. Direct debiting may not be available on all types of accounts conducted by the Customer with its financial institution (called the Ledger FI). The Customer is advised to check account details against a recent statement from the Ledger FI, and if uncertain, the Customer must check with the Ledger FI before completing the DDR.
4. The Customer may defer, suspend or alter the drawing schedule either by cancelling the DDR and completing and providing the Debit User a new DDR or by making alternative prior arrangements as agreed between the Debit User and the Customer. A minimum of 14 days notice is required to defer, suspend or alter the drawing schedule.
5. The Customer may stop individual debits or cancel the DDR by completing and providing to the Debit User a notice in writing in a form approved by the Debit User. In such cases the Customer must make other arrangements to pay the amount due.
6. If the Customer disputes a debit the following dispute resolution process will apply:
   - The Customer must first approach the Debit User to seek to resolve the disputed debt.
   - All approaches to the Debit User will be made in writing to the address nominated in Clause 14 of the Agreement.
   - The Debit User will attempt to resolve the dispute directly with the Customer.
   - If the Customer is not satisfied that the dispute has been resolved by the Debit User the Customer may lodge a claim with the Customer's Ledger FI.
7. If a due date for a debit in accordance with the drawing schedule set out in the DDR is not a business day, the Debit User will make the debit on the last business day before the due date. If the Customer is uncertain as to when the debit will be processed to the Customer's account, the Customer should make enquiries directly with the Customer's Ledger FI.
8. The Customer must ensure that on the due date, or on the date determined by Clause 7 where applicable, the nominated account contains sufficient funds to enable the debit to be made.
9. If any debit is dishonored the Debit User may cancel the direct debit arrangement and terminate the Agreement immediately by notice in writing to the Customer and may charge the Customer a dishonor fee equal to the total of all charges imposed on the Debit User by the Sponsor in respect of the dishonor. Any such charge notified to the Customer by the Debit User shall be a debt due and payable by the Customer to the Debit User.
10. The Debit User will keep confidential any Customer account details contained in the DDR, and any information relating to the Customer's nominated account obtained in the course of the direct debit arrangement. Notwithstanding this, the Debit User may disclose such details and information to the Sponsor for the purpose of making debits in accordance with the DDR and for the purpose of responding to a request for justification of a disputed debt pursuant to the dispute resolution procedure set out above.
11. The Customer must, in the first instance, direct all enquiries including stops or cancellations to theDebit User.
12. If for any reason the Debit User is not able to debit the Customer's nominated account in accordance with the DDR, the Customer must make other arrangements to pay the amount due.
13. Any written notice pursuant to this Agreement must be forwarded to a party at the party's address specified in Clause 14 of the Agreement, or such other address as may be notified from time to time as the address for the service of notices for the purpose of the direct debit arrangement.
14. Address for notification:

    Retail
    Power and Water Corporation
    GPO Box 3596
    Darwin NT 0801

PowerWater